

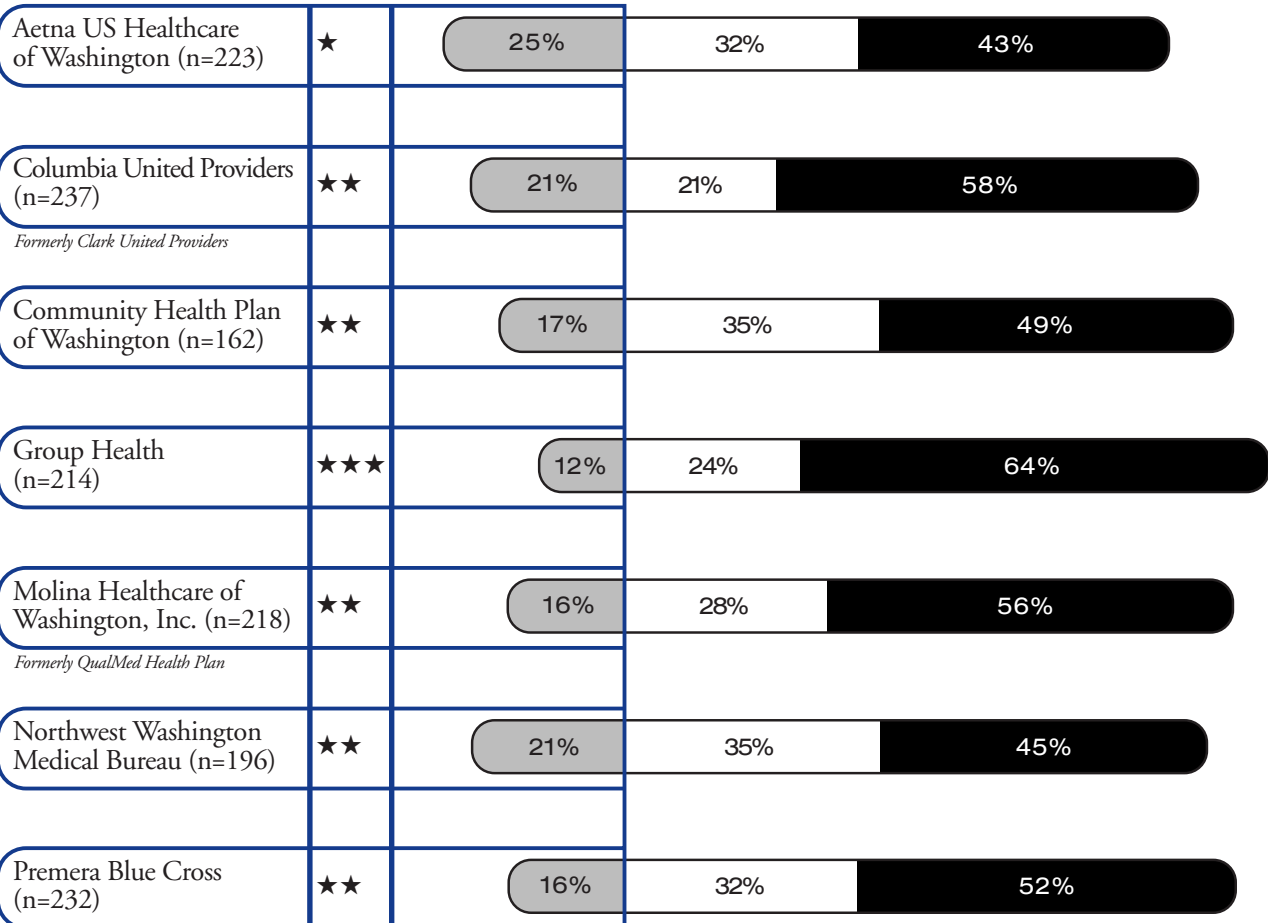
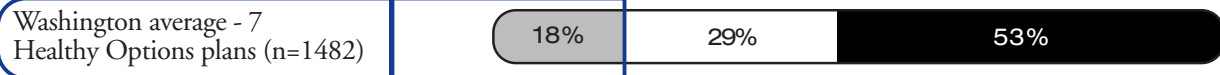
All Children

Core CAHPS Questions

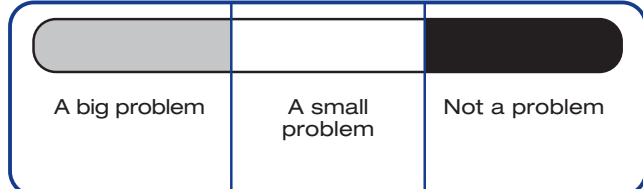
Composite

Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 66, 68, and 74 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses immediately follow.



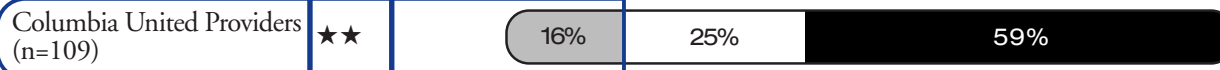
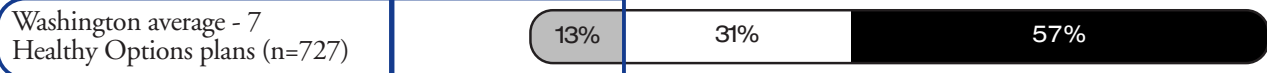
★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



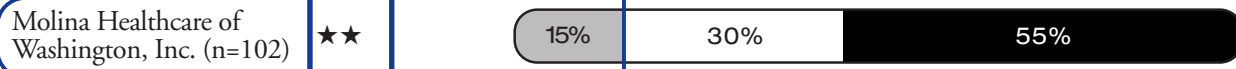
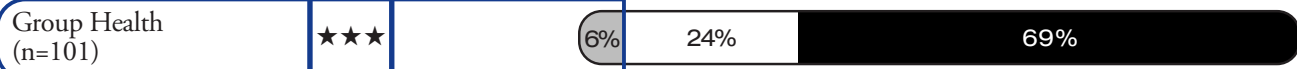
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Health Plan Customer Service and Paperwork

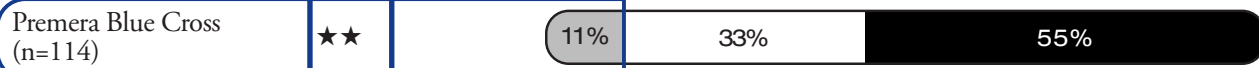
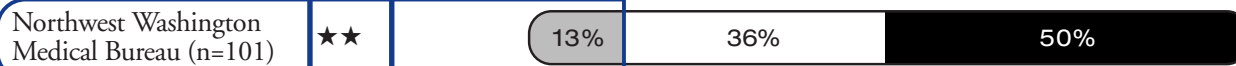
Q66. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



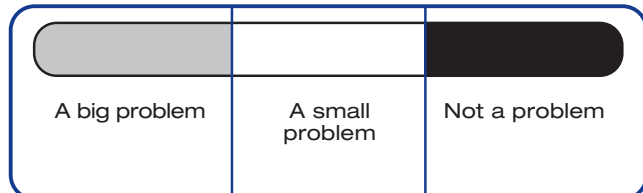
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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All Children

Core CAHPS Questions

Question 68

Health Plan Customer Service and Paperwork

Q68. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"

Washington average - 7
Healthy Options plans (n=706)

24%

27%

49%

Aetna US Healthcare
of Washington (n=129)

★

31%

31%

38%

Columbia United Providers
(n=98)

★★

28%

15%

56%

Formerly Clark United Providers

Community Health Plan
of Washington (n=71)

Scores with fewer than 85 responses are not displayed.

Group Health
(n=116)

★★★

18%

23%

59%

Molina Healthcare of
Washington, Inc. (n=101)

★★

20%

24%

57%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=81)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross
(n=110)

★★

22%

25%

53%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

A big problem

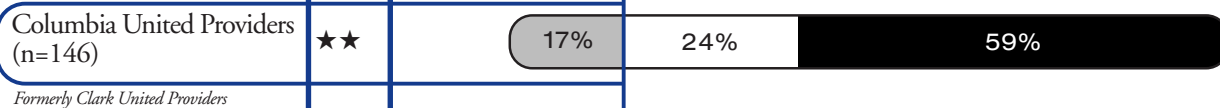
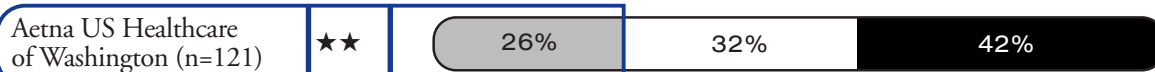
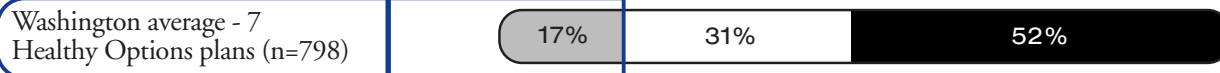
A small
problem

Not a problem

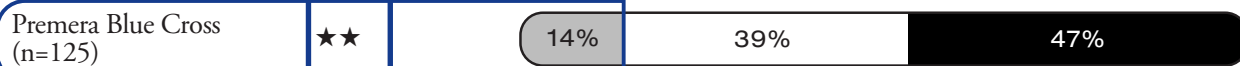
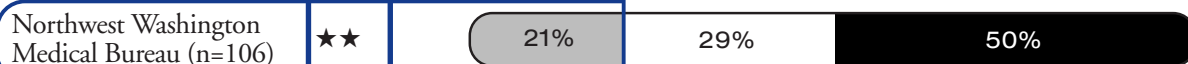
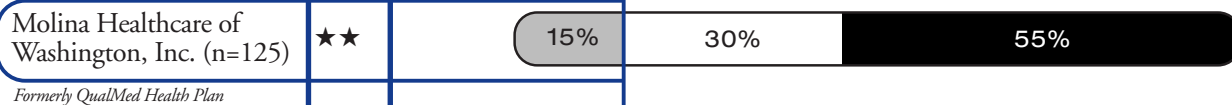
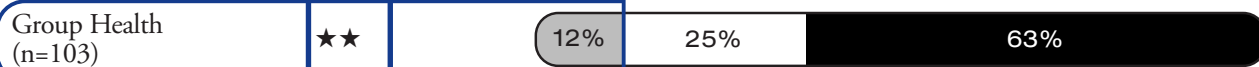
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Health Plan Customer Service and Paperwork

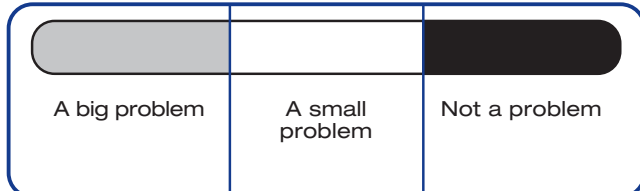
Q74. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



Community Health Plan of Washington (n=72)		Scores with fewer than 85 responses are not displayed.		
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★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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